

City of Sunnyvale
Program Performance Budget

Program 245 - Neighborhood Preservation

Program Outcome Statement

Promote attractive and well maintained residential and non-residential properties and neighborhoods, discourage neighborhood decline, and encourage a safe and desirable living and working environment, by:

- Resolving property-maintenance nuisances throughout the community,
- Achieving compliance with building and zoning requirements through education, assistance, and, when necessary, progressive enforcement,
- Assisting code violators with compliance strategies and practices,
- Conducting code enforcement in accordance with City Council priorities,
- Supporting community goals for property maintenance and improvement,
- Supporting neighborhood enhancement and clean-up programs and events, and
- Educating citizens about City, County, and non-profit resources available to meet their property maintenance and improvement needs.

So that:

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<u>Program Outcome Measures</u>	<u>Weight</u>	<u>2003/2004 Budget</u>	<u>2003/2004 Achieved</u>	<u>2004/2005 Current</u>	<u>2005/2006 Adopted</u>
♦ The Budget/Cost Ratio (planned cost divided by actual cost) is at 1.0. [DELETED]					
- Ratio	2	1.00	1.12	0.00	0.00
♦ 88% of active neighborhood associations rate the neighborhood partnership's services as "good" or better. [DELETED]					
- Percent	4	88.00%	0.00%	0.00%	0.00%
♦ 90% chronic code violation cases (where repeated attempts to achieve compliance with the property owner were not successful) are resolved within 10 months. [DELETED]					
- Percent	3	90.00%	97.00%	0.00%	0.00%
♦ 80% of the City's "Citizen Opinion Survey" respondents state that code enforcement issues are not a serious problem in their neighborhoods for 80% of the neighborhood service areas. [DELETED]					
- Percent	4	80.00%	0.00%	0.00%	0.00%
♦ Windshield survey results indicate that 92% of residential properties meet community standards for property maintenance.					
- Percent	2	90.00%	92.00%	92.00%	92.00%
♦ 85% of all code enforcement cases are in compliance within 30 days.					
- Percent	4	85.00%	81.00%	85.00%	85.00%
- Number of Cases Closed	4	0.00	0.00	2,285.00	2,285.00
♦ 80% of all remaining code enforcement cases are resolved within ten months.					
- Percent	4	0.00%	0.00%	80.00%	80.00%
- Number of Cases Closed	4	0.00	0.00	322.00	322.00
♦ 80% of survey respondents state that code enforcement issues are not a serious problem in their neighborhood.					
- Percent	4	0.00%	0.00%	80.00%	80.00%

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<u>Program Outcome Measures</u>	<u>Weight</u>	<u>2003/2004 Budget</u>	<u>2003/2004 Achieved</u>	<u>2004/2005 Current</u>	<u>2005/2006 Proposed</u>
♦ Residents' satisfaction with code enforcement in their neighborhoods will be at least 70% for all six of the City's neighborhood planning areas in FY 04/05 and 71.5% in FY 05/06. - Percent	4	0.00%	0.00%	70.00%	71.50%
♦ 95% of the properties in a completed Neighborhood Enhancement Program meet neighborhood standards for property maintenance. - Percent	3	0.00%	0.00%	95.00%	95.00%
♦ 20% of the properties within a completed Neighborhood Enhancement Program are improved, over and above compliance with the Sunnyvale Municipal Code. (For example: houses painted, front yard landscaping installed, chain-link fences removed, etc.) - Percent	3	0.00%	0.00%	20.00%	20.00%
♦ The Budget/Cost Ratio (planned cost divided by actual cost) is at 1.0. - Ratio	3	0.00	0.00	1.00	1.00

Program Notes

1. The majority of responsibilities for the Community Partnerships SDP were transferred to the Office of the City Manager, Neighborhood and Community Services division in FY 2002/03. The program measures associated with these responsibilities were deleted accordingly.
2. Two new program measures have been added in FY 2004/05 to reflect the objectives of the new Neighborhood Enhancement Program (NEP), formerly named the Neighborhood Preservation Pilot Program. The NEP focuses on concentrated code enforcement to resolve code violations, in addition to improving the exterior of properties by, for example, painting, installing landscaping, etc.

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Program 245 - Neighborhood Preservation

Service Delivery Plan 24503 - Code Enforcement

SDP Outcome Statement

Prevent neighborhood decline and promote attractiveness within residential and non-residential areas through achieving and maintaining compliance with the Sunnyvale Municipal Code, the Uniform Building Code, and land use requirements, by:

- Using a systematic process that includes education, assistance, and, when necessary, progressive enforcement,
- Assuring that established community standards are understood, met and maintained,
- Providing citizens with special needs information and support to comply with codes, and
- Supporting the efforts and activities of the Board of Code Appeals, so that:

<u>SDP Outcome Measures</u>	<u>2003/2004 Budget</u>	<u>2003/2004 Achieved</u>	<u>2004/2005 Current</u>	<u>2005/2006 Adopted</u>
♦ 85% of all code enforcement cases are in compliance within 30 days.				
- Percent	85.00%	81.00%	85.00%	85.00%
- Number of Cases Closed	0.00	0.00	2,285.00	2,285.00
♦ 90% chronic code violation cases (where repeated attempts to achieve compliance with the property owner were not successful) are resolved within 10 months. [DELETED]				
- Percent	90.00%	97.00%	0.00%	0.00%
♦ 80% of all remaining code enforcement cases are resolved within ten months.				
- Percent	0.00%	0.00%	80.00%	80.00%
- Number of Cases Closed	0.00	0.00	322.00	322.00
♦ 80% of the City's "Citizen Opinion Survey" respondents state that code enforcement issues are not a serious problem in their neighborhood. [DELETED]				
- Percent	80.00%	76.00%	0.00%	0.00%
♦ Windshield survey results indicate that 92% of residential properties meet community standards for property maintenance.				
- Percent	90.00%	92.00%	92.00%	92.00%
♦ 80% of survey respondents state that code enforcement issues are not a serious problem in their neighborhood.				
- Percent	0.00%	0.00%	80.00%	80.00%

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<u>SDP Outcome Measures</u>	<u>2003/2004 Budget</u>	<u>2003/2004 Achieved</u>	<u>2004/2005 Current</u>	<u>2005/2006 Proposed</u>
♦ Residents' satisfaction with code enforcement in their neighborhoods will be at least 70% for all six of the City's neighborhood planning areas in FY 04/05 and 71.5% in FY 05/06. - Percent	0.00%	0.00%	70.00%	71.50%
♦ 95% of the properties in a completed Neighborhood Enhancement Program meet neighborhood standards for property maintenance. - Percent	0.00%	0.00%	95.00%	95.00%
♦ 20% of the properties within a completed Neighborhood Enhancement Program are improved, over and above compliance with the Sunnyvale Municipal Code. - Percent	0.00%	0.00%	20.00%	20.00%
♦ The Budget/Cost Ratio (planned cost divided by actual cost) is at 1.0. - Ratio	0.00	0.00	1.00	1.00

SDP Notes

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Service Delivery Plan 24503 - Code Enforcement

	<u>2003/2004 Budget</u>	<u>2003/2004 Achieved</u>	<u>2004/2005 Current</u>	<u>2005/2006 Adopted</u>
Activity 245310, 245311 - Achieve Code Compliance				
Product: A Case Closed				
Costs:	283,376.37	326,173.05	372,127.98	394,777.05
Products:	1,800.00	2,936.00	2,688.00	2,688.00
Work Hours:	5,119.57	6,028.41	6,313.37	6,313.52
Product Cost:	157.43	111.09	138.44	146.87
 Activity 245350 - Evaluate Compliance with Land Use				
Product: A Permit Reviewed				
Costs:	11,153.52	5,473.77	4,933.38	5,229.33
Products:	100.00	63.00	50.00	50.00
Work Hours:	204.71	89.33	86.62	86.62
Product Cost:	111.54	86.89	98.67	104.59
 Activity 245360 - Respond to Neighborhood Preservation Information Requests				
Product: A Request Answered				
Costs:	43,899.69	46,979.21	56,454.91	59,767.97
Products:	936.00	1,235.00	1,410.00	1,410.00
Work Hours:	868.52	960.95	1,029.95	1,029.90
Product Cost:	46.90	38.04	40.04	42.39

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	<u>2003/2004 Budget</u>	<u>2003/2004 Achieved</u>	<u>2004/2005 Current</u>	<u>2005/2006 Adopted</u>
Activity 245390, 245391, 245392 - Provide Neighborhood Preservation Administration				
Product: Work Hours				
Costs:	71,752.93	69,050.25	93,273.14	99,268.41
Products:	730.28	825.30	1,074.48	1,074.67
Work Hours:	730.28	825.30	1,074.48	1,074.67
Product Cost:	98.25	83.67	86.81	92.37
 Activity 245370, 245371 - Support Administrative Citation, Abatement Order, or Compliance Order Process				
Product: An Administrative Citation, Abatement Order, or Compliance Order Issued				
Costs:	96,241.85	75,017.25	87,447.52	92,599.66
Products:	25.00	46.00	60.00	60.00
Work Hours:	1,690.61	1,248.96	1,439.39	1,439.33
Product Cost:	3,849.67	1,630.81	1,457.46	1,543.33
 Activity 245380, 245381 - Organize and Attend Community Clean-Ups and Events				
Product: A Clean-Up and Event Held				
Costs:	0.00	0.00	30,361.86	31,951.45
Products:	0.00	0.00	22.00	22.00
Work Hours:	0.00	0.00	519.11	518.99
Product Cost:	0.00	0.00	1,380.08	1,452.34

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	<u>2003/2004 Budget</u>	<u>2003/2004 Achieved</u>	<u>2004/2005 Current</u>	<u>2005/2006 Adopted</u>
Activity 245400 - Implement the Neighborhood Enhancement Program				
Product: A Property within the Neighborhood Enhancement Program Improved				
Costs:	0.00	0.00	117,028.45	123,866.57
Products:	0.00	0.00	112.00	112.00
Work Hours:	0.00	0.00	1,884.08	1,883.97
Product Cost:	0.00	0.00	1,044.90	1,105.95
 Totals for Service Delivery Plan 24503 - Code Enforcement				
Costs:	506,424.36	522,693.53	761,627.24	807,460.44
Work Hours:	8,613.69	9,152.95	12,347.00	12,347.00

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Totals for Program 245					
Costs:		506,424.36	522,693.53	761,627.24	807,460.44
Work Hours:		8,613.69	9,152.95	12,347.00	12,347.00